

HEWLETT-PACKARD COMPANY

Intellectual Property Administration

P.O. Box 272400

Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 10007815-1

IN THE U.S. PATENT AND TRADEMARK OFFICE
Patent Application Transmittal LetterCOMMISSIONER FOR PATENTS
Washington, D.C. 20231

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is a(n): ☒ Utility () Design☒ original patent application,

() continuation-in-part application

INVENTOR(S): Tim Goldstein

TITLE: Apparatus And Method For Providing Customer Service

Enclosed are:

- ☒ The Declaration and Power of Attorney. ☒ signed () unsigned or partially signed
☒ 4 sheets of drawings (one set) () Associate Power of Attorney
() Form PTO-1449 ☒ Information Disclosure Statement and Form PTO-1449
() Priority document(s) () (Other) (fee \$)

CLAIMS AS FILED BY OTHER THAN A SMALL ENTITY				
(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) TOTALS
TOTAL CLAIMS	23 — 20	3	X \$18	\$ 54
INDEPENDENT CLAIMS	3 — 3	0	X \$80	\$ 0
ANY MULTIPLE DEPENDENT CLAIMS	0		\$270	\$ 0
BASIC FEE: Design (\$320.00); Utility (\$710.00)				\$ 710
TOTAL FILING FEE				\$ 764
OTHER FEES				\$
TOTAL CHARGES TO DEPOSIT ACCOUNT				\$ 764

Charge \$ 764 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. EL856480931US

Date of Deposit 7/19/01

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Washington, D.C. 20231.

By Peggy Oyama

Typed Name: Peggy Oyama

Respectfully submitted,

Tim Goldstein

By L. Joy Griebenow

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Attorney/Agent for Applicant(s)

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Date: July 19, 2001

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